

and Strategy, 20 Massachusetts Avenue, Washington, DC 20529, (202) 272-1470.

Dated: April 18, 2012.

**Laura Dawkins,**

*Acting Chief Regulatory Coordinator, Regulatory Coordination Division, Office of Policy and Strategy, U.S. Citizenship and Immigration Services, Department of Homeland Security.*

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**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-5603-N-31]

**Notice of Submission of Proposed Information Collection to OMB Community Development Block Grant (CDBG) Entitlement Program**

**AGENCY:** Office of the Chief Information Officer, HUD.

**ACTION:** Notice.

**SUMMARY:** The proposed information collection requirement described below has been submitted to the Office of Management and Budget (OMB) for review, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

The closeout instructions apply to Community Development Block Grant (CDBG) programs (State CDBG Program, CDBG Disaster Recovery Supplemental Funding, CDBG-Recovery Act (CDBG-R)) and Neighborhood Stabilization Programs (NSP) 1, 2, & 3. Section 570.509 of the CDBG regulations contains the grant closeout criteria for Entitlement jurisdictions when HUD determines, in consultation with the recipients that a grant can be closed. The State CDBG program does not have a regulatory requirement for closeouts but has relied on administrative guidance. This is also true for the NSP, CDBG Disaster Recovery and CDBG-R

funding approval form. The proposed frequency of the response to the collection of information is annual to initiate the grant closeout reporting and submission of the funding approval agreement. The total annual reporting for grant closeout is estimated at 2399.34 hours for 1,621 grant recipients. The annual submission of the HUD 7082 funding approval form is estimated at 364 hours for 1,456 grant recipients.

**DATES:** *Comments Due Date: May 24, 2012.*

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments should refer to the proposal by name and/or OMB approval Number (2506-0077) and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503;

fax: 202-395-5806. Email: *OIRA\_Submission@omb.eop.gov* fax: 202-395-5806.

**FOR FURTHER INFORMATION CONTACT:**

Colette Pollard, Reports Management Officer, QDAM, Department of Housing and Urban Development, 451 Seventh Street SW., Washington, DC 20410; email *Colette.Pollard@hud.gov* or telephone (202) 402-3400. This is not a toll-free number. Copies of available documents submitted to OMB may be obtained from Ms. Pollard.

**SUPPLEMENTARY INFORMATION:** This notice informs the public that the Department of Housing and Urban Development has submitted to OMB a request for approval of the information collection described below. This notice is soliciting comments from members of the public and affecting agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have

practical utility; (2) Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including through the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

This notice also lists the following information:

*Title of Proposal:* Community Development Block Grant (CDBG) Entitlement Program.

*OMB Approval Number:* 2506-0077.

*Form Numbers:* None.

*Description of the Need for the Information and Its Proposed Use:*

The closeout instructions apply to Community Development Block Grant (CDBG) programs (State CDBG Program, CDBG Disaster Recovery Supplemental Funding, CDBG-Recovery Act (CDBG-R)) and Neighborhood Stabilization Programs (NSP) 1, 2, & 3. Section 570.509 of the CDBG regulations contains the grant closeout criteria for Entitlement jurisdictions when HUD determines, in consultation with the recipients that a grant can be closed. The State CDBG program does not have a regulatory requirement for closeouts but has relied on administrative guidance. This is also true for the NSP, CDBG Disaster Recovery and CDBG-R funding approval form. The proposed frequency of the response to the collection of information is annual to initiate the grant closeout reporting and submission of the funding approval agreement. The total annual reporting for grant closeout is estimated at 2399.34 hours for 1,621 grant recipients. The annual submission of the HUD 7082 funding approval form is estimated at 364 hours for 1,456 grant recipients

|                        | Number of respondents | Annual responses | × | Hours per response | = | Burden hours |
|------------------------|-----------------------|------------------|---|--------------------|---|--------------|
| Reporting Burden ..... | 1,145                 | 4                |   | 116.55             |   | 533,799      |

*Total Estimated Burden Hours:*  
533,799.

*Status:* This is an extension of a currently approved collection.

**Authority:** Section 3507 of the Paperwork Reduction Act of 1995, 44 U.S.C. 35, as amended.

Dated: April 17, 2012.

**Colette Pollard,**

*Department Reports Management Officer,  
Office of the Chief Information Officer.*

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**BILLING CODE 4210-67-P**

**DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT**

[Docket No. FR-5603-N-30]

**Notice of Proposed Information Collection for Public Comment Emergency Comment Request; Single Family Customer Satisfaction Survey**

**AGENCY:** Office of the Assistant Secretary for Housing, HUD.

**ACTION:** Notice of proposed information collection.

**SUMMARY:** The proposed information collection requirement described below has been submitted to the Office of Management and Budget (OMB) for emergency review and approval, as required by the Paperwork Reduction Act. The Department is soliciting public comments on the subject proposal.

**DATES:** *Comments Due Date:* May 1, 2012.

**ADDRESSES:** Interested persons are invited to submit comments regarding this proposal. Comments must be received within seven (7) days from the date of this Notice. Comments should refer to the proposal by name/or OMB approval number) and should be sent to: HUD Desk Officer, Office of Management and Budget, New Executive Office Building, Washington, DC 20503; email: *OIRA Submission@omb.eop.gov*; fax: 202-395-6974.

**FOR FURTHER INFORMATION CONTACT:** David Dwyer, Housing Program Officer,

Office of Single Family Housing, Department of Housing and Urban Development, 600 East Broad Street, Richmond, VA 23219; telephone (804) 822-4819 (this is not a toll free number) for copies of the proposed forms and other available information.

**SUPPLEMENTARY INFORMATION:** This Notice informs the public that the U.S. Department of Housing and Urban Development (HUD) has submitted to OMB, for emergency processing, an information collection package with respect to the collection of information for the Single Family customer satisfaction survey.

This Notice is soliciting comments from members of the public and affected agencies concerning the proposed collection of information to: (1) Evaluate whether the proposed collection is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (2) Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information; (3) Enhance the quality, utility, and clarity of the information to be collected; and (4) Minimize the burden of the collection of information on those who are to respond; including the use of appropriate automated collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

*This Notice also lists the following information:*

*Title of Proposal:* Single Family Customer Satisfaction Survey.

*Description of Information Collection:* This information collection consists of a survey of users of the Department's Federal Housing Administration (FHA) primary contact center. It is designed to determine whether the Department is appropriately and adequately serving their needs. It follows HUD's commitment to use surveys to measure performance and changes in performance.

In addition to the importance HUD management places on the information provided by customers, the Federal Government mandates collecting this

information through Executive Order (EO) 12862. This EO mandates that agencies survey their customers to identify the kind and quality of services they want their level of satisfaction with existing services.

FHA operates a contact center designed to provide program guidelines, insurance processing information, and consumer information. In order to evaluate the level of service that is provided to HUD/FHA clients the agency contact center management team requires the input of its clients on the performance of the customer service operation. This operation includes the contracted contact center agents, agency staff that support them, as well as the contact center self-service option available via a web-based frequently asked questions (FAQ) site. The survey includes three separate survey types:

- **Internal Resolution:** A five question survey to determine satisfaction with questions that required escalation from FHA Resource Center contract staff to agency staff for resolution.

- **Escalated Resolution:** A five question survey to determine satisfaction with questions that were resolved by contracted FHA Resource Center staff.

- **Self-Service Resolution:** A four question survey to determine satisfaction with questions resolved via the FHA Resource Center self-service internet site.

*OMB control number:* 2535-0116.

*Agency Form Numbers:* N/A.

*Members of Affected Public:* Private sector, general public, small businesses and other for profits.

*Estimation of the total numbers of hours needed to prepare the information collection including number of respondents, frequency of responses, and hours of response:*

The charts below summarize the sampling frames, survey samples and projected number of respondents for each survey type. The estimated response rates were derived from testing of the survey instruments. Exhibit 2 shows the estimated burden per respondent and for the project overall.

| Respondent group              | Respondent universe (annual volume of resource center users) | Survey sample (3% of users) | Estimated response rate | Projected number of completed surveys |
|-------------------------------|--|-----------------------------|-------------------------|---------------------------------------|
| Escalated Resolution .....    | 239,341  | 7,180                       | 0.30                    | 2,154                                 |
| Internal Resolution .....     | 603,409  | 18,102                      | 0.30                    | 5,431                                 |
| Self Service Resolution ..... | 34,420   | 1,033                       | 0.30                    | 310                                   |
| <b>Total .....</b>            | <b>877,170</b>   | <b>.....</b>                | <b>.....</b>            | <b>7,895</b>                          |